

### **Arts and Historic Preservation**

#### **1. Expediting Project Delivery Through In-House Environmental Program**

##### **Abstract:**

The Maricopa County Department of Transportation (MCDOT) has validated the increasingly popular view that instituting an internal Environmental Program within county government can significantly contribute toward ensuring that the requirements and intent of environmental and historic preservation law is fulfilled throughout the planning, design and construction of transportation projects. At MCDOT, our proactive approach exceeds standard compliance practice via a re-invigorated Environmental Program Branch. Our internal process improvement effort (initiated October 2011) was predicated on not only compliance, but a synthesized integration of the National Environmental Policy Act (NEPA) with the National Historic Preservation Act-Section 106 (NHPA). In this manner historic preservation regulatory compliance is placed within an appropriate context wherein preservation issues can be quickly identified and treated relevant to their scale and significance to overall environmental compliance and project advancement. In tandem with the project development scheme and environmental analysis, MCDOT can advance future efforts through environmental compliance beginning with project scoping, through sequential project design, and actual execution of all required mitigation measures prior to and during construction. The attendant demands of historic preservation compliance that entails public involvement, multijurisdictional consultation and responsiveness to regulator's demands are embodied in this environmental process model.

Employee Winners: John Hauskins, Joe Pinto, Hugh Davidson, and Philip Loftis

### **Children and Youth**

#### **2. Assessment Development**

##### **Abstract:**

Maricopa County Education Service Agency (MCESA), in collaboration with approximately 45 school districts, and with funds from federal Teacher Incentive Fund grants, developed assessments for 18 different non-state-tested subject areas to support the collection of valid and reliable assessment data to measure student academic progress and teacher effectiveness. In response to the 2011 Arizona Legislature's revisions to ARS §15-203 requiring measures of student academic progress to account for 33% to 50% of an educator's evaluation scores, MCESA's assessment development process demonstrated an effective use of combined federal, state, and local funds that realized substantial economies of scale, built internal capacity, and produced an exceptional product now in use by 27 districts, and growing throughout the county. MCESA's mission is to ensure every child is educated by an effective system. To achieve that mission, one of the many functions of the agency is to support schools and districts in the county with the implementation of state-wide data use and technology initiatives and legislative priorities. MCESA assessment development process is an effective example of our mission at work that resulted in collaboratively developed valid and reliable classroom assessments for non-state-tested subject areas.

Employee Winners: Dr. Don Covey, Kristine Morris, Dr. Lori Shough, Candace Diehl, Laura Harnish, Cory Peacock, and Susan Clay

#### **3. Cradle to Crayons Child Welfare Centers**

##### **Abstract:**

The mission of the Maricopa County Cradle to Crayons Child Welfare Center (C2C) is the removal of barriers for the purpose of integrated service delivery and expedited permanency for infants, young children and their families. This project directly addresses the co-occurrence of child maltreatment, substance abuse, domestic violence and parental mental illness and implementation of a comprehensive approach to enable courts to address the complex needs of abused and neglected infants and toddlers. C2C has increased the number and rate

of permanency decisions for children ages 0-3. C2C has also reduced dependency overall, through a greater rate of returning children to their original home as compared to dependency cases in other courts. This is confidently accomplished through the services and assistance C2C provides to parents through this unique court and community partnership.

Employee Winners: Juvenile Court Presiding Judge Colleen McNally, Karin Philips, Sheila Tickle, Nicole Roskens, Angela Tuzzolino, and Sharon Lombard

#### **4. Rewarding Excellence in Instruction and Leadership**

##### **Abstract:**

Rewarding Excellence in Instruction and Leadership (REIL) is a transformational performance-based management program led by Maricopa County's ESA (MCESA) in collaboration with five Maricopa County school districts, in an effort to strengthen the educator workforce resulting in improved student academic progress for 27,145 students, attending thirty-three schools in high-need districts. MCESA, through the REIL program, has created a systemic performance-based management system (PBMS) that transforms how effective teachers and leaders in high-need schools are currently recruited, retained, supported, and compensated. REIL program goals include: (1) ensure students graduate college-and-career ready by increasing student achievement; (2) enhance careers by implementing a fiscally sustainable PBCS; and (3) develop talent in teaching and leading through a sustainable, comprehensive program of performance-based evaluation and support. REIL's vision is focused on transforming education through its' ground-breaking Alliance between MCESA and Alliance Members, including the Governor's Office, the Arizona Department of Education, business leaders, and teacher and leader professional organizations. Focused on student success, this Alliance is serving to create the tipping point that leads to quality implementation of a comprehensive PBMS and aligned policies that will identify variations in teacher and principal performance and reward such variations accordingly. By rewarding excellence, as well as addressing ineffective teaching and leading, REIL has begun to institutionalize the conditions that ensure students graduate college-and-career ready, which will be critical as Arizona strives to shift to a knowledge-based economy. Outcomes realized include increased student academic progress; development and implementation of cross-district observation tools; a student growth model; and a data management system. In addition, REIL has served as a model for better intergovernmental cooperation, and has improved constituent services by ensuring the county's school districts have what they need to ensure an effective educator workforce, while also ensuring they meet and exceed newly adopted state standards.

Employee Winners: Dr. Don Covey, Kristine Morris, Dr. Lori Renfro, Darcy Moody, Marc Kuffner, and Laurie King

#### **Civics Education and Public Information**

#### **5. "Don't Let Our Air Go Up In Smoke" 2013-14 Winter No Burn Season Campaign**

Ah, the winter holidays. As the days shorten and families gather, this is the time Maricopa County valley residents are most likely to linger around their fireplaces, chimineas and other woodburning devices. Unfortunately, the ambient air quality pays the price for this cultural tradition. When the number of woodburning fires soar, so do the levels of unhealthy PM2.5 (smoke) in the air. Residual effects from woodburning are more harmful to those with compromised lung functionality, the elderly and children. To address this issue, the Maricopa County Air Quality Department (MCAQD), the Arizona Department of Environmental Quality (ADEQ), and more than 74 business, industry, health, and government stakeholders collaborated on a substantial campaign during the 2013-14 winter season, focused on increasing awareness and changing behavior. "Don't Let Our Air Go Up In Smoke" officially launched with a news conference on December 12, 2013. Outreach components included advertising, billboards, flyers, freeway signs, mobile app alerts, newsletters, op-ed articles, presentations, and radio and television PSAs. The campaign concluded on January 31, 2014 with noteworthy success: air quality improved from the previous year, there were no air quality violations for PM2.5, and the region stayed in attainment with national health-based air quality standards.

Employee Winners: Department of Air Quality

## **6. Clean Air Make More Mobile App**

### **Abstract:**

Recognizing that many Maricopa County residents typically spend more time on their smartphones and tablets than any other device (according to a 2012 Google study), the Maricopa County Air Quality Department developed its Clean Air Make More mobile application to provide a resource where citizens can readily access real-time information about the air they breathe and make informed decisions for their daily activities. The Air Quality Department launched the Clean Air Make More app on September 12, 2012. This free app, which is the first to be developed for Maricopa County, provides three days of air quality forecast information including high pollution advisories or health watches, air quality health index levels and definitions, local weather reports (new in Fall 2013) and air quality restrictions in effect each day. The app also includes an interactive 'Report a Violation' feature that enables users to submit air quality violations and photos from their smartphones or tablet devices; this method allows the Air Quality Department to respond quickly to mitigate activities that negatively impact ambient air quality. The Air Quality Department set a goal of 2,500 app downloads within its first year. However, that target was surpassed within three months and a new target was set of 5,000 downloads.

Employee Winners: Lucette Ramirez and Bob Huhn

## **7. Enhanced Regulatory Outreach Program**

### **Abstract:**

Maricopa County implemented the Enhanced Regulatory Outreach Program (EROP) on January 9, 2013. The purpose of the program is to provide a platform that allows stakeholders multiple opportunities for input regarding the adoption and amendment of all regulatory requirements that fall under the purview of Maricopa County. The unique program web-site serves as a framework under which all departments and special districts must conduct their rulemaking and ordinance adoption activities so citizens can obtain this information from one spot. All stakeholder input is collected and presented to the appropriate advisory board or commission and the Board of Supervisors before a vote takes place. Over 10,140 stakeholders subscribe to the EROP to receive meeting notifications, links to staff reports, and information to track where a proposed regulation is in the ten-step process. Maricopa County implemented this program so that no participant could say, "I did not know where the proposed regulation was in the process or my voice was never heard."

Employee Winners: Joy Rich, Suzanne Gray, Dennis Dickerson, Johanna Kuspert, Corky Martinkovic, John Kolman, Ken Conklin, Hether Krause, William Wiley, Chris Fazio, Debra Stark, Darren Gerard, Mitch Wagner, John Hauskins, Edmund Williams, David Stevens, Brent Comon, Carolyn Fitzgerald, and Rachel Evans

## **8. Air Quality Department Dust Permit Application Streamlining**

### **Abstract:**

The Maricopa County Air Quality Department (MCAQD) processes 3,500 permit applications annually from Maricopa County residents and companies who require a dust control permit. The permit is required to control dust on sites in order to reduce the emissions of dust (PM10-particulate matter less than 10 microns in diameter) into the atmosphere. However, the existing 42-page application and guidance was an unwieldy, "one size fits all" format that did not work well for most applicants. There was a clear need for a streamlined process to accommodate projects ranging from small trenching operations to large 500-acre plus home developments in a more, user-friendly manner. To address this need MCAQD developed a 7-page online fillable form with the ability to expand and contract for each specific project. Pop ups offer online guidance in filling out the form when and where needed. The condensed form also allowed MCAQD customers to submit permits and payment online as well as receiving a permit tailored to the size and needs of the project.

Employee Winners: Tom Gaskill, Wyatt Sterusky, Richard Sumner, and Lucinda Swann

**9. Public Records Request System: Barbara Taylor and Will Gardner, Cynthia Robinson**

**Abstract:**

Under the provisions of the Arizona Revised Statute Section 41-1346, each public body is responsible for preserving and maintaining all records necessary to maintain an accurate knowledge of their official activities. Furthermore, Arizona Public Records Law Title 39 specifies public records and other matters in the custody of any officer shall be open to inspection by any person at all times during office hours. In order to comply with the Arizona Revised Statutes the Maricopa County Department of Transportation (MCDOT) and the Flood Control District (FCD) Custodians of Records administers a records management program that preserves, protects, and maintains the public records as well as answers requests for copies of those records. Collectively, the departments receive approximately 1,000 public records requests on an annual basis and use the newly developed Public Records Request System (PRR System) to receive the requests, track the status of the requests, document the activity of fulfilling the requests, notify the customer when their request is ready, and record the disposition and fees of the requests. The PRR System also provides summary and detail reporting.

Employee Winners: John Hauskins, Barbara Taylor, Will Gardner, and Cynthia Robinson

**County Administration and Management**

**10. “Probate Alternative Dispute Resolution (ADR) and Mediation Program Expanded”**

**Abstract:**

Since being subjected to public scrutiny that yielded disparaging criticism in 2009, the Maricopa County Superior Court’s Probate Department has reengineered both judicial procedures and administrative processes to enhance its oversight of the financial, mental and physical welfare of wards. Improved financial monitoring has been accomplished through the use of differentiated case management practices and accounting protocols that identify those cases in need of alternative dispute resolution (ADR). The Court’s objective with expansion of the existing ADR services is to expeditiously identify, exercise court control over and settle those cases categorized as complex cases.

Employee Winners: Judge Andrew Klein, Judge Edward Bassett, Dr. Pam Wilson, Professor Art Hinshaw, Stephen Kupiszewski, Lauren Garner, Susan Robbins, Elaina Cano, Jeff Schrade, and Marlene Appel

**11. Electronic Search Warrant Application: eWarrant and eReturn**

**Abstract:**

The Superior Court of Arizona in Maricopa County is the fourth largest trial court in the country. The Court serves all of Maricopa County, a population of 4 million people covering more than 9,200 square miles (Maricopa County is larger than five states and the District of Columbia) which includes the metropolitan Phoenix area (US Census, 2010). The Court issues more than 12,000 search warrants each year. The Court has developed innovative technology to specifically address the need to issue search warrants. Our objective in creating this project was to give law enforcement agencies around Maricopa County a quick and efficient way to secure a search warrant for a blood draw on a person suspected of driving under the influence of alcohol or drugs. The new technology focused on improving the accessibility of judicial officers that can sign the search warrants without leaving the DUI check point or local police station. In August 2012, the Superior Court and the City of Phoenix Police Department launched eWarrant, which allows police officers with specialized training to request a search warrant for a blood draw or bodily fluids of a person suspected of driving under the influence vis-à-vis a police officer’s laptop with the eWarrant application and the Court’s iCISng database system which is monitored by Judicial Officers in our 24/7 (365 days a year) Search Warrant Center. The same process is used to complete the eReturn. The project was developed and successful only through the collaboration of the City of Phoenix Police Department, Superior Court Criminal Judicial Officers, Criminal Court Administration, Court

Technology Services, Integrated Criminal Justice Information Services, the Maricopa County Adult Probation Department, the Maricopa County Clerk of Court and the Maricopa County Sheriff's Office.

Employee Winners: Superior Court Presiding Judge Norman Davis, Judge Joseph Welty, Chris Holly, Steve Stilwell, Diana Hegyi, Carlos Rivera, Todd Herrera-Ridenhour, Commissioner Charles Donofrio, Timothy Potratz, Kelly Lusk, Stephanie Valenzuela, Bob James, Chris Bleuenstein, and Brian Gay

### **Court Administration and Management**

#### **12. Empathy and Understanding**

##### **Abstract:**

As an agency, the Maricopa County Adult Probation Department (MCAPD) strives to create a more positive and productive work environment by building relationships within the organization and by improving management's empathy and understanding of the problems faced by staff. Empathy and understanding directly impact staff morale and motivation, improving staff's willingness to approach their duties with enthusiasm and to perform at higher levels. This translates into better relationships with probationers, treatment providers, and other stakeholders. In turn, all of these factors influence the ability of probationers to positively change behavior, which increases the safety of our community. Given the impact of all these factors, we have invested two years in seeking to understand what MCAPD would look like "in a perfect world" by providing over 1,000 employees the opportunity to participate in Appreciative Inquiry (AI) sessions to answer the question, "In a perfect world, what would it look like if management was empathetic and understanding of staff's needs?" Ideas suggested by employees have been implemented across our department, improving and upgrading the working conditions for all staff as well as improving customer service.

Employee Winners: Barbara Broderick, Therese Wagner, Marie Long, Melissa Froderman, Kathy Daniels, Taylor Pile, Jason Walker, Mark Pivonka, Todd Bodin, David Servilican, Jamie Collins, Rebecca Britt, Alison Cook-Davis, Juanita Gutierrez, Leslie Ebratt, Sherri Tucker, Jolie DeLong, Jaci Christenson, Tricia O'Connor, Deneen Bertucci, Norma Brasda, Holly Burdine, Jennifer Cooper, Bob DeMers, Trish Doktor, Greg Miller, Morgan Dinovo-Stevenson, Colleen Dorame, Kenneth Gorr, Jennifer Lennox, Jodie Rogan, Jean Scott, Cynthia Stevens, and Manuel Barron

### **Criminal Justice and Public Safety**

#### **13. Central Intake Information Officer**

##### **Abstract:**

In November 2012, the Maricopa County Sheriff's Office was looking into a revolutionary way to effect positive change in our community relations between the Maricopa County Sheriff's Office and its citizens. We identified one central truth which applies to everyone: going to jail can be one of the most stressful moments in an individuals' life. How can we, the members of this organization who oversee the people of the 4th largest County in the world, make an unequivocal impact on its residents that enter our jail system? By implementing the Maricopa County Sheriff's Office "Information Officer" program. The idea was revolutionary, yet simple: each person who enters our Jail through the Central Intake will receive an initial "meet and greet" from our Detention Officer personnel. Once the detainee is greeted by our Information Officer, they would be given a general overview of the Medical, Booking, Mug Shot, Immigration Custom Enforcement (ICE interview), Identification, Classification and Court Room processes they are about to take part in. Our goal was to minimize the amount of stress individuals may feel upon entering the jail system, especially if this is their first entry into the jail system.

Employee Winners: Michael Timothy, William Sciury, Jenifer McGlone, Martin Spidell, and Noel Leonard

#### **14. Child Advocacy Bureau**

**Abstract:**

The Maricopa County Attorney's Office (MCAO) has long sought to ensure that those who victimize children are brought to justice. At the same time, we recognize that justice is most healing when it gives children and their families a voice in the criminal justice process and when victim advocates are able to address the needs of the family, especially those of the younger members. This led the MCAO Victim Services Division to create the Child Advocacy Bureau (CAB) in 2012. This bureau provides specialized and high-intensity services to victims of egregious child crimes and their families and is the first such prosecutor's office in the country to provide a home visit program to child victims of crime - often within 24 to 48 hours. The advocates in CAB ensure that the rights of our youngest and most vulnerable victims are protected and their voices are heard throughout the criminal justice process, including depositions, trial and sentencing.

Employee Winners: Bill Montgomery, Debbie MacKenzie, Crystal Reidy, Emily Killeen, Joan Campbell, Melody Lenhardt, Carrie Howe, Michelle Montijo, Sarah Ford, Edith Donno, Michelle Lopez, Valerie Bribiescas, John Frohardt, Joseph Domanico, John Gillis, Jerry Cobb, Mark Faull, and Mary Marshall

#### **15. Creating Community**

**Abstract:**

"Creating Community: Bullying Prevention and Positive Youth Development" (CC) is an original program facilitated by the Maricopa County Attorney's Office (MCAO) that offers bullying prevention training to youth development professionals, teachers, afterschool staff and volunteers. Trained MCAO staff travel to schools or organizations and spend one or two days engaging staff in games, role-playing and scenarios on preventing bullying. Creating Community is designed to promote positive outcomes for school-age youth and create out-of-school program environments that are physically and emotionally safe. When children are repeatedly victimized or bullied and little is done to stop it, these youth sometimes turn to criminal behavior. Bullies who don't have their behaviors addressed often become dangers to the school, the community and society.

Employee Winners: Bill Montgomery, Joan Campbell, Crystal Reidy, Emily Killeen, and Mary Marshall

#### **16. Jail Enforcement Transport System**

**Abstract:**

The Maricopa County Sheriff's Office (M.C.S.O.) is solely responsible for moving felons arrested/wanted in other jurisdictions into/out of the Maricopa County. Hundreds of movements and thousands of documents flow through the extradition unit on a yearly basis. Added to mix are the teams of deputy sheriffs and detention officers who crisscross the Country escorting these suspects to their final destination. In March of 2012, the Sheriff's Extradition unit was tasked with developing procedural changes to the established extradition process that would improve the efficiency of the unit and identify cost savings measures that could be implemented. Any changes must be accomplished while still maintaining the goal of returning to Maricopa County, Arizona all wanted suspects being held in the custody of other law enforcement jurisdictions outside of the State (once they had completed all legal proceedings there), comply with all judicial process requirements, cost savings must be measurable, and all actions must be in the best interest of the citizens of Maricopa County. Once identified and implemented these new procedures, when compared to operations before these actions, resulted in increased suspect movement while decreasing the overall number of trips and, a savings of taxpayer dollars was achieved. This efficiency consisted of being mindful of fiscal responsibilities while maintaining services levels.

Employee Winners: Paul Chagolla, Barry Roska, Henry Brandimarte, Christopher Jefferys, Christopher Quattrini, Jeff Childs, Thomas Miller, Chad McBride, Michael Finney, Deborah Case, Debra Schoeninger, Robert Nabower, Claudia Zamora, Ioana Oancea, Kyle Cookmeyer, Shirley Contreras, Margaret Cagle, JoAnn Leyva, Larry Farnsworth, Timothy Palmer, Christopher Shivers, Kevin Kraayenbrink, Steve Roberts, Jeffrey Adcock, Steve Hughes, and Vince Hatcher

## **17. Jail Wagon Pilot Program**

### **Abstract:**

The Jail Wagon Pilot Program was initiated as a way to maximize the amount of time deputy sheriffs are available for patrol functions. An internal analysis performed prior to the Pilot Program found that arresting officers spent an average of 3.8 hours transporting defendants and booking them into the jail system. Every minute spent transporting and booking defendants is one less minute that deputies are available to respond to calls for service. In July, 2012, the Maricopa County Sheriff's Office temporarily reassigned two vans and a handful of staff to operate shuttles from distant areas of the County to the jail system's central intake facility located in downtown Phoenix. Shuttles run 24 hours per day, seven days per week, and essentially free deputies from all transportation and booking duties. Over a fourteen month period, bookings handled by the Jail Wagons totaled 5,659 and averaged over 400 per month. Total deputy hours returned to patrol functions were 21,504.

Employee Winners: David Urena, Carlos Samaniego, Brian Kec, Kenneth Leeper, Irvin Golston, Tyler Kerr, Erik Anderson-Rockwell, Thomas McIlvain, Anthony Scheffner, Seth Sutton, Jimmie Arrington, Robert Cummings, and Scott Seder

## **Emergency Management and Response**

## **18. Animal Care & Control Animal Decontamination Program for Palo Verde Nuclear Generating Station**

### **Abstract:**

Maricopa County Animal Care and Control (MCACC) saw a need to provide decontamination services for pets and service animals that may be affected by an incident at the local nuclear generating station. Since many will refuse to evacuate without their pets, and service animals are vital to those with functional needs, MCACC created a program to work with emergency responders and evacuation officials to provide these services. Working with the Maricopa County Department of Emergency Management and the Arizona Radiological Regulatory Agency, MCACC developed a procedure for receiving, contamination testing and decontamination of these pets. With advice and assistance from experts in the field of service animals, MCACC developed guidelines for working with service animal owners and emergency personnel to ensure that these animals were properly decontaminated and able to continue their duties. MCACC was one of the first agencies in the country to attempt animal decontamination during a nuclear plant exercise and has become recognized as a national leader in the field of animal decontamination. Requests have been received from coast to coast for program details. A representative from FEMA has stated that MCACC's Decontamination of Service Animals guidelines could become a model for the entire country to follow.

Employee Winners: Dr. Rodrigo Silva, Melissa Gable, John Reynolds, and Al Aguinaga

## **Health**

## **19. Cutting Edge**

### **Abstract:**

Maricopa County Environmental Services Department (MCESD) launched an innovative inspection program that enhances food safety practices above and beyond regulatory requirements, and strengthens our partnership with industry. This collaborative partnership has resulted in designing a robust food safety system that has created a, "win, win" approach for MCESD, industry, and ultimately, the consumer. Initiated in January 2012, the program called "The Cutting Edge" both reinforces and augments food safety management systems using Active Managerial Control (AMC), a proactive approach to preventing and reducing the risk of foodborne illness. Collaboration with industry was critical in developing an understanding of core food safety principals, and how to incentivize voluntary Cutting Edge participation in a meaningful way on the scale of 19,000 plus permits. Benchmarking conducted revealed no jurisdiction requiring such pre-emptive, intensive documentation and

implementation of policies, training, or verification; no other similar or formal program, of any or comparable size, was identified. Cutting Edge uses a systematic approach whereby AMC is established: policy, train and verify. To be eligible for Cutting Edge, establishments must develop written safe food handling policies and procedures that meet MCESD environmental health code standards. They also must train food service workers on these procedures, implement a process to monitor, and verify their performance of these activities, which is followed by a specialized inspection by MCESD to ensure program participants are adhering to these three processes. CY 2013 data show a 28 percent reduction in violations per inspection for Cutting Edge participants. By the first quarter of CY 2013, participants had reduced the occurrence of foodborne illness risk factors in their establishments by 16 percent and demonstrated 24 percent fewer occurrences of foodborne illness risk factors as compared with non-participating establishments. Efficiencies created by the program's innovative inspection process reflect a 21 percent reduction in inspection times in CY 2013. MCESD proudly has 1,170 establishments currently enrolled in Cutting Edge and this number continues to grow as more establishments become aware of program benefits.

Employee Winners: John Kolman, Andrew Linton, Steven Goode, and Susie Sid

### **Information Technology**

#### **20. Cyber Security Portal**

##### **Abstract:**

The Maricopa County Cyber Security Portal provides a number of benefits to citizens, other jurisdictions (State, city, and other counties) and employees. The portal is meant to be a site where personnel from these various groups are able to gather information in regards to cyber security. Specifically, citizens are able to access a website within the portal that provides resources to educate the general population on strategies and tactics that can be implemented to keep them safe online. Other jurisdictions can leverage the site's links to tools, best practices and templates, in support of Cyber Security Program development. Finally Maricopa County leverages another site within the portal to make available general security awareness practices to its employees. The portal was developed by the Maricopa County Office of Enterprise Technology (OET) to improve the safety of citizens as well as to improve the security posture of the County and other jurisdictions. The portal was launched in October, 2013, in connection with National Cyber Security Awareness month. The goal of the portal is to improve awareness around Cyber Security related issues, provide information that can be used to help mitigate the risk of security threats, and establish a centralized web location that citizens can reference when looking to obtain cyber security information. Visit: <http://www.maricopa.gov/technology/security/>

Employee Winners: Steven Scales, Christopher Johnson, Aaron Moore, and Michael Echols

#### **21. Electronic Health Record (EHR)**

##### **Abstract:**

The purpose of this project was to successfully implement an Electronic Health Record (EHR) System for Maricopa County Correctional Health Services (CHS). The EHR transitioned CHS from a paper-based medical record system to a reliable, secure, and electronic health record. The EHR delivered transformational change to traditional business and clinical operations, including its affect upon improved patient care. Records now have improved security and are available to CHS staff more timely. Management of records has improved significantly, including the integration of pharmacy records, now available much sooner than through the previous paper-based process, requiring delivery of pharmacy records. All systems necessary to present comprehensive patient records to deliver patient care are now available through the EHR at all CHS clinics. The EHR was launched in phases beginning August 5, 2013 and completing in October, 2013.

Employee Winners: Dr. Jeffrey Alvarez, Dr. Dawn Noggle, Tom Tegeler, Stacey Haggart, David Lowry, Janine Blake, Brian Stormer, Nancy Rutter, Allen Brown, Jack Coffin, Thomas Gendron, Rebecca Quince, Dean Johnson, Lisa Gardner, Meggie Washington, Diane Shook, Celia Hodges, Brad Kilgore, and Kay Wingate



## **22. Geographical Information Systems (GIS) Program**

### **Abstract:**

The purpose of the County's GIS Program is to create enhanced citizen access to County services and improved management of those services for County Departments through the effective implementation of GIS countywide. GIS services include the development and maintenance of a GIS data warehouse, the acquisition of aerial photography, the development of web services for county web development, and the development of websites and mobile applications for access and viewing by county employees and the public (<http://gis.maricopa.gov>). The successful implementation of GIS services has resulted in many meaningful improvements for the citizens of Maricopa County and County Departments. Through the successful development of GIS websites and applications, the County can now reunite lost pets with their owners; improve access to education, food banks and other services for juveniles; improve case management for public fiduciaries; provide visibility to the nearest Fast Med locations for employees; analyze mosquito populations through mosquito traps; and improve effectiveness of emergency response operations. And through the successful implementation of a centralized GIS data warehouse, county employees now have authoritative datasets that they can use for analysis in their day-to-day job.

Employee Winners: David Moss and Mark Brewer

## **23. Animal Care & Control and Office of Enterprise Technology - Reuniting Lost Pets with their Owners Utilizing GIS**

### **Abstract:**

In an attempt to increase the number of lost animals returned home, Maricopa County Animal Care & Control (MCACC) partnered with the Maricopa County Office of Enterprise Technology (OET) to create an interactive map designed to assist pet owners in their search for their lost animal (<http://www.nolostpetsmaricopa.org/>). GIS is used to geo-locate the locations of lost pets, which are then displayed on a web map. The map is easily accessible through MCACC's main website. The map allows pet owners to perform various searches, including entering the cross streets of where their pet was last seen; entering a home address; or, by GPS to determine an owner's current location and searching from that point. Photos of animals that have been brought to MCACC appear on the map, along with a brief description and animal identification number. Pet owners then call MCACC with the animal identification number and are given instructions for how to claim their lost pet.

Employee Winners: Dr. Rodrigo Silva, Melissa Gable, Al Aguinaga, Peter Martin, and John Reynolds

## **24. Public Works Real Estate Acquisition**

### **Abstract:**

The Public Works Real Estate Division (PWRED) provides the Flood Control District of Maricopa County (FCD) and the Maricopa County Department of Transportation (MCDOT) acquisition of land rights and parcels used for the FCD Capital Improvement Projects and the MCDOT Transportation Improvement Program. The PWRED acquires approximately 600 land rights per year in support of the agencies' programs. The average number of FCD Projects per year is 18, while MCDOT averages 56 projects per year. The FCD and MCDOT programs are funded on average annually \$40,000,000 and \$73,000,000 respectively and the PWRED acquires approximately \$12,000,000 in land value combined on average each year. The acquisition of land rights is one the largest costs of any capital improvement program. The process of tracking the acquisition of land rights using Excel spreadsheets was inefficient, time consuming and labor intensive. Additionally, it did not allow PWRED to provide program and project management the information required to timely respond to the internal and public needs and efficiently manage improvement projects. The PWRED worked with the MCDOT Infrastructure Technology Center (MCDOT ITC) to implement a solution for tracking the acquisition of land rights in support of FCD and MCDOT Improvement Programs. The PWRED is able to efficiently manage the multi-million dollar annual expenditures for FCD and MCDOT and provide needed information to internal clients to effectively manage improvement projects and provide timely information to the public.

Employee Winners: Miriam Eber, Paul Johnson, Gary Scott, Mike Wilson, Pat Mertz, Robert Sachs, Kathy Pettigrew, Patty Paulson, Gayle Leonard, Frank Ulloa, Tracy Johnston, and Kimberly Romero

## **25. Veterans Resource Portal Website**

### **Abstract:**

The Maricopa County Veterans Resource Portal (<http://www.maricopa.gov/veterans>) provides consolidated information through an outward-facing, mobile friendly website to veterans and their families on programs, services and resources provided by Federal, Arizona State, Maricopa County, other local government agencies and community resources. Historically, veterans and their families had to search through many websites to find information on benefits and services. This process was cumbersome, time consuming and ineffective. The Maricopa County Veterans Web Portal coalesce all useful information into a single website that serves as a one-stop clearinghouse to link military veterans to employment, housing, legal, training and education, wellness and other services. The Veterans Resource Portal Team worked with the Office of Enterprise Technology (OET) to implement a solution for consolidating and organizing relevant information under one umbrella. The site was unveiled on November 5, 2013 during a celebration in honor of Veterans Day.

Employee Winners: Andrew Mesquita, Keely Farrow, Scott Leach, Sandip Dholakia, Carolyn Fitzgerald, Christopher Johnson, and Mark Madsen

## **Libraries**

## **26. READ TO SUCCEED!**

### **Abstract:**

Read to succeed is a Guadalupe Branch Library tutoring program to help improve academic achievement of at-risk first grade students in Guadalupe, Arizona. The goal of the program is to show measurable academic growth by improving their oral language and early literacy skills through the use of direct instruction, digital media, such as e-books, and new technologies, such as the use of iPads. Read to Succeed! Tutoring Program offers small group literacy tutoring services to at risk first grade students, with new sessions scheduled every eight to ten weeks. Participants are referred by their first grade teachers and the library serves as the 3rd tier on the educational cycle. Tutoring sessions are provided by retired school teachers in the school campus, or at the library. A successful team has been formed between schools and libraries with the ultimate goal to improve literacy and reading skills. In this information age, acquiring the ability to read and write proficiently is both necessary and crucial for a student's academic success. It is essential that first grade students have full access to effective, strategic and purposeful reading and writing instruction using strategies that have been proven to be successful with research and evidence. This program accurately reflects the Library District values of Community, as we promote literacy and cultural diversity; Teamwork, as we are working with other agencies to empower our community of learners; Leadership, as we are constantly adapting to economic and social change; and Innovation as we embrace the use of technology in our Read to succeed tutoring program.

Employee Winners: Cindy Kolaczynski and Maria Mucino

## **27. STEM @ The Library**

### **Abstract:**

STEM @ the Library is a program for children 4-11 years old at the Fountain Hills Branch Library in Fountain Hills, Arizona. The goal is to provide after-school, weekend and family STEM night programs that help children explore science, technology, engineering and math through fun hands-on, science-related activities which build knowledge and awareness of the environment, geology, chemistry and sustainability. The emphasis is the introduction of STEM to children in their early years as a means of increasing their interest in science and science related fields while reducing their anxiety and fear of failure. Test scores showed that Arizona students could apply basic math skills but were not capable of complex problem solving, making generalizations, or

drawing conclusions. Such skills are necessary to develop applied knowledge and further both social and material interactions.

Employee Winners: Cindy Kolaczynski, Christy Valentine, and Vicki Novak

## **28. TEEN TECH EXPERTS**

### **Abstract:**

Teen Tech Experts is a program that offers a volunteer opportunity for selected teens to provide technological assistance to library customers at the Perry Branch Library in Gilbert, Arizona. Teen Tech Experts help customers solve a variety of technical challenges as they access Maricopa County Library District's electronic resources. Teen Tech Experts assist with library downloads, email accounts, social networking accounts, Word, Excel, PowerPoint, privacy settings and basic homework help. They also help with a variety of devices including Nooks, Kindles, tablets, smart phones, computers and iPads. The purpose of Teen Techs is to connect outstanding teen volunteers with the community in a meaningful way. Teens are given an opportunity to earn volunteer hours that are vital to the college admissions process. Customers are given one-on-one help with a myriad of technological questions. As the Maricopa County Library District continues to grow our electronic collection to meet the needs of our communities, such a program is instrumental in providing access to, and awareness of, these electronic resources. The Teen Tech Experts have assisted over 200 customers during the pilot program since October 2013. Customers became excited about the digital collection as they became more confident with using their various devices. Teens developed skills that will transfer to the world of work and higher education, such as following instructions and training expectations, reliably reporting for assigned volunteer times, and interacting with customers in a friendly and professional manner.

Employee Winners: Cindy Kolaczynski, Lesley Marshall, Allie Burke, and Cathy Ormsby

## **Parks and Recreation**

## **29. 100-Miles in 100 Days**

### **Abstract:**

The 100-Miles in 100 Days challenge, originally developed as a way to celebrate Arizona's Centennial, is a program that challenges participants to hike one-hundred miles in one-hundred days. The primary goals of the program are: 1) to entice park visitors to explore Maricopa County's regional park systems extensive trail system while experiencing Arizona's pristine Sonora Desert; and 2) challenge park visitors to either begin or expand exercise regimes. The program is kicked off on November 1st and runs for; you got it, one-hundred days! During this time, participants must trek and log one-hundred miles in at least three Maricopa County parks. While participants are encouraged to come-up with their own trail plans, and include the Maricopa Trail (a trail system that will eventually link all of the county's regional parks together) in their strategy, sample trail plans are available. Upon completion of daily hikes, participants are asked to have a member from the park sign-off on the mileage. Once the participant completes their one-hundred miles, and turns in their log, they are eligible for the grand prize drawing (an Annual Pass and Gift Shop voucher) and are invited to a park celebration where they receive a complimentary, limited edition tee-shirt.

Employee Winners: R.J. Cardin and Dawna Taylor

## **Personnel Management, Employee Training, and Employee Benefits**

## **30. New-Hire Onboarding Program**

### **Abstract:**

Over the last year, the Workforce Development Division of Maricopa County's Human Services Department has undergone a significant restructuring of its service delivery model. In keeping with the Governor's Integrated Workforce Plan, efforts have focused on the cross-training of staff members and formation of specialized teams to facilitate client flow and enhance customer experience. One such team, Quality Assurance, has managed

projects relating to the improvement of internal operations and processes of the Maricopa Workforce Connections one-stop centers. Among these projects is the New-Hire Onboarding Program. The purpose of this project was to create a standardized process in which newly-hired employees not only become acquainted with their new positions, but witness the mission, vision, and core values of Maricopa County's Human Services Department and Workforce Development Division in practice. The New-Hire Onboarding Program provides a structure for the new employee to complete essential tasks such as trainings and orientations, while allowing for flexibility in the areas of job-shadowing and self-directed study. Additionally, it emphasizes a holistic approach by dividing the scheduled tasks among the organization's specialized teams and partner agencies. Since its implementation in January 2014, the New-Hire Onboarding Program has received praise from management and staff as an effective and efficient way to welcome new employees.

Employee Winners: Bruce Liggett, Matthew Smith, Tina Luke, Aaron Roth, Thomas Bowman, and David Lopez

### **31. Field Re-Assessment Offender Screening Tool Refresher Training Program**

#### **Abstract:**

Research has demonstrated the use of Evidence-Based Practices (EBP) as effective in reducing recidivism and creating safer communities. In its efforts to sustain and enhance the ongoing implementation of EBP, and specifically assessment of offender risk and needs, the Maricopa County Adult Probation Department (MCAPD) developed an automated assessment training program which not only meets, but exceeds, statewide requirements. Most importantly, it allows for enhanced quality assurance measures to ensure the accuracy and consistency in scoring the assessments. It provides effective methods to assess and monitor staff skills and creates opportunities for personalized skill enhancement via secondary classroom sessions and the availability of mentors for staff identified as needing additional assistance. As well, the automated training program provides convenience for staff and takes into consideration the workload of trainers expected to facilitate training for a large department. To date, 95% of the individuals taking the automated on-line training passed the scoring exercise. Of those who needed a secondary classroom training, 100% passed the scoring exercise. The results demonstrate the ability of the training program to effectively and efficiently ensure the accuracy of assessment scores providing the MCAPD with confidence in using the results to guide decisions.

Employee Winners: Holly Burdine, Tricia O'Connor, Julie George-Klein, Jennifer Ferguson, Brandelyn Jackson, Donna Vittori, and Dana Shepherd

### **Transportation**

### **32. MCDOT SMARTDrive Program**

#### **Abstract:**

The U.S. Department of Transportation (USDOT) "Connected Vehicles" initiative is developing vehicle-to-vehicle and vehicle-to-infrastructure communications to improve surface transportation safety and mobility. The Maricopa County Department of Transportation (MCDOT) and its partners, are moving this initiative forward to develop and demonstrate advanced ITS applications that integrate vehicles together with Systematically Managed ARterial (SMART) roadway systems in Maricopa County. In 2011, the MCDOT SMARTDrive Program was launched to demonstrate the connected vehicle capabilities, evaluate the benefits, and provide a test bed for arterial connected vehicle applications development and testing. Through this Program, MCDOT implemented a 2.3-mile arterial test bed along Daisy Mountain Drive in Anthem, Arizona in Maricopa County. The first goal of the program is to develop and test advanced technologies and integrate roadway systems with emergency responder vehicles to improve emergency response to traffic incidents as well as enhance responder safety. The second goal is to develop a comprehensive traffic signal system that provides intelligent priority to multiple modes of transportation, including general vehicles, transit, emergency vehicles, freight fleets and pedestrians. Through the program MCDOT has successfully designed and implemented the test bed and it is the first agency in the nation to have demonstrated the multi-modal intelligent priority system.

Employee Winners: John Hauskins, Faisal Saleem, Nicolaas Swart, Patricia Westsik, Jarod Carrell, Paul Porell,

Cynthia Lopez, Steve Poole, John Counts, and Roberta Bonaski

### **33. MCDOT Traffic Management Center (TMC)**

#### **Abstract:**

In FY 2012-13, the MCDOT TMC was expanded to enhance real-time traffic management and operations within MCDOT, provide support to local agencies, and facilitate the sharing of traffic information with the media and incident responders. While new systems were installed through the TMC expansion project several process and procedural improvements have led to the enhancements of the services to the traveling public. These improvements included creation of independent TMC network domain to improve real-time communications with the traffic signals, Closed Circuit Television (CCTV) cameras, integration of TMC and Regional Emergency Action Coordinating Team (REACT) traffic incident management services and incorporation of MCDOT scoreboard for TMC and development of other internal performance measures. MCDOT TMC Operations Manual was also developed to document the procedures and train the operators. As a result, TMC integration with traffic signals increased from 45% to 91%, signal timing was improved leading to enhanced traffic coordination and reduction in travel time. In FY 2013, the TMC posted 6,200 traveler information messages through various dissemination mechanisms – this was the highest number of messages recorded by the TMC. Overall the TMC has enhanced real-time traffic management services that benefit the traveling public within the County.

Employee Winners: John Hauskins, Faisal Saleem, Nicolaas Swart, Barbara Hauser, Paul Porell, Jerry Bennett, Jarod Carrell, Patricia Westsik, and Cynthia Lopez

#### **Best in Category**

### **34. Project Development Manual**

#### **Abstract:**

The Maricopa County Department of Transportation (MCDOT) consistently strives to provide to its customers the best transportation system that can be developed. In order to achieve this objective, proper planning and design must be completed in order to build the right projects, at the right time, and at the right cost. With this in mind MCDOT has implemented a new policy manual Number T-0001 to provide a standardized process for the development, scoping, final design, and construction of projects. The Project Development Manual (PDM) is used by internal MCDOT staff and consultants to provide process guidance for project development for the appropriate type of scoping document and preparing final design and construction documents for MCDOT Transportation Improvement Program (TIP) projects. The guidelines in the PDM apply to all MCDOT transportation projects including structures, widening, realignment, drainage, traffic, intersection improvements, maintenance, and safety projects. The PDM has been assembled to provide a standardized process, clarify the content requirements for scoping documents and final plans, and guide the development of MCDOT TIP projects. The manual guides the scoping and design of projects from initial determination to final design and construction. The PDM consists of a total of six volumes

Employee Winners: John Hauskins, Wade Ansell, Tricia Brown, Benjamin Markett, Eric Mayer, Bill Hahn, and Nariman Zadeh